

Individual Personal Leadership and Influence



Course Length: 8 hours

Self-awareness – a clear understanding of your personality, social style and how others perceive you - is essential to leadership and success in the workplace. Each of the four personality / social styles displays positive and negative characteristics when working with others. Understanding social styles allows you to identify the preferences of others and modify your behavior to make others more comfortable; improving communication, performance, and relationships.

Every interaction with another person determines how you are perceived and every interaction is an opportunity to develop trust and exert positive influence. What you say and what you do – your words and deeds – matter.

This workshop provides information, discussion, and practical application of concepts and skills to better understand yourself and others and ultimately how to interact with others to build trust and success as a leader.

Course Objectives

After completing these sessions, participants will be able to:

- Identify the preferences and characteristics of the four primary temperament / social styles
- Anticipate and proactively respond to social style differences that affect individual and workplace performance and productivity
- Apply self-awareness and knowledge of social styles to lead, influence, and collaborate with others more effectively
- Embrace individual preferences to create and sustain a work environment that capitalizes on and celebrates differences in a manner which results in respect for others and service excellence
- Manage, develop, influence, and provide situational leadership to employees of each social style based on their preferences and needs

Course Agenda by Topics

Module One: Keirsey - Personality / Social Style

- Definition of leadership
- Introduction to temperament / social styles
- Intra- and Inter-personal levels of Waterline Model
 - Overview of the four levels under the waterline
 - Explore the elements of Intra- and Inter-personal levels
 - Understand how social style preferences affects intra- and inter-personal behaviors
- Exploration of the four Keirsey temperament / social styles
 - Assertiveness vs. responsiveness
 - Distinction between observable behaviors vs. traits and judgments
 - Key characteristics of the four social styles

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- Identifying different social styles observable behaviors
- Growth areas for each social style
- Workplace needs of each social style
- Communicating effectively with similar and different social styles
- Unhealthy “back-up” behaviors for each social style
- Tension Productivity model
 - Understanding tension for each social style
 - Effects of tension levels
 - Creating appropriate tension for high productivity
- Behavior pattern development
- Deeper dive into social styles:
 - Self-awareness
 - Self-management
 - Social awareness
 - Relationship management
- Versatility and interpersonal effectiveness
 - Four components of versatility
 - Giving and receiving feedback

This module includes multiple exercises, including individual and small and large group activities to build trust and understanding of self and others; Tower exercise, Mine Field exercise, Social Styles individual and group activities, and presentation of lessons learned to class.

Module Two – Influencing Others

- Building rapport
- Techniques for identifying motivation factors for self and others
- Barriers to motivation
- Key strategies for influencing others
- Verbal / non-verbal communication
- Persuasion shortcuts to guide behavior
- Contrast and priming
- Elements of effective feedback
- Components of effective recognition and praise
- Recognizing performance and sustaining high motivation levels of self and others

Multiple individual and group exercises are included to apply and reinforce learning including: Pace, Mirror & Match, Bids for Connection, Common Ground, and presentation of lessons learned to class. Each participant will be contemplating and developing a written plan to apply one to three goals from this workshop to practice and apply in the coming months.